

CITY OF SAN ANTONIO

Interdepartment Correspondence Sheet

TO: All Holders of Administrative Directives

FROM: Leroy J. Harvey, Director of Personnel

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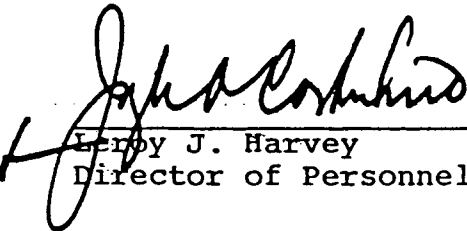
SUBJECT: A.D. 1.74, Basic Procedure for Responding to City Council Requests

Date May 13, 1983

Attached is a new Administrative Directive 1.74, on the subject of Basic Procedures for Responding to City Council Requests which is to be effective May 16, 1983.

If further information or clarification is needed, please contact Julia Castellano-Hoyt at 299-7040.

LJH/dla



Leroy J. Harvey
Director of Personnel

EFFECTIVE DATE: May 16, 1983

REVISION DATES: _____

SUBJECT: Basic Procedures for Responding to City Council Requests

PURPOSE

- To establish a uniform response system for dealing with City Council initiated contacts.
- To insure timely and adequate responses to Council complaints/requests.

RESPONSIBILITY

- It will be the Assistant to Council's responsibility to insure Council requests received in the Council Office are forwarded to the Department Head.
- It will be the responsibility of any employee receiving a phone call from a Councilmember to forward information about that contact to the Department Head.
- It will be the Department Head's or designated individual's responsibility to insure that any complaint/request is given immediate attention and that a timely response is submitted.
- It will be the responsibility of the appropriate Assistant City Manager to ensure the response adequately addresses the Councilmember's Request.
- It will be the responsibility of the Assistant to the City Council to coordinate Councilmember requests originating from the Council Offices.

POLICY/PROCEDURE


- Written Requests: All written requests which are received from a Councilmember, will be typed on blue memo paper, blue being the color reserved for Council requests.
- Councilmember requests from the Citizen Action Office will also be typed on blue paper and will receive priority over all other Citizen Action requests.
- The Assistant to the City Council will initial all written council requests prior to distribution to the department.
- All written requests from Councilmembers will be delivered in the most expedient manner possible to the appropriate department.
- Phone contacts: All phone contacts received by City employees from Councilmembers will be noted and the information immediately forwarded to the Department Head.

- The Department Head or assigned delegate will review all requests and assign the appropriate personnel to handle it.
- The Department Head or his assigned delegate will monitor the progress of the request and if appropriate, notify the Assistant City Manager assigned to that Department.
- All Council complaints/requests will be forwarded to the appropriate Assistant City Manager in a typewritten memo within ten working days from original date of memo, whether in final form or in the form of an interim report.
- The Department Head or assigned delegate will sign the typed response.
- The Department Head or assigned delegate will route the response or interim report to the Councilmember, through the Assistant City Manager in charge of that Department, who will approve the response through a signature block on the lower left side as follows:

Approved:

Name
Assistant City Manager

- The City Manager's Office will expediently deliver the completed request back to the Council Office.



LOUIS J. FOX
City Manager